

Obtaining a document confirming you were resident in a relevant care setting

Scotland's Redress Scheme requires applicants to provide a document confirming they were resident in a relevant care setting. The Scottish Government does not normally have direct access to this information but can refer you to our support service to help access this.

As you are applying for an individually assessed payment, you should try to provide a document that shows you were in each care setting you name, or as many as you can.

It may be difficult to find documents that show you were in care. Examples of documents you can use include:

- a letter from a local authority archivist confirming that you appear in their records as being resident in an relevant care setting as a child;
- a chronology of care placements provided by a local authority;
- a care record from the care provider, for example an entry in a register or a log book (these may be held by the care provider or local authority archivists);
- records from the local authority (council) including social work and education or school records;
- school records that show your address in care;
- a baptism record that show your address in care;
- court or police records that show your address in care; or
- GP, dentist or other health records.

This list has some examples but you may be able to use other documents too.

Please send a copy of the document – do not send the original.

For the purposes of your redress application, we do not require your full care records, although you can request these if you want to

How to obtain supporting information?

You would normally be able to get a document showing you were resident in a relevant care setting by asking the organisation that was responsible for the care setting you were in, or the organisation responsible for your care. You can contact us to help you to work out who this might be.

The document should, if possible, indicate the date or time period you were in care although it is recognised that some documents may not show this.



The main care providers, their representatives, and all local authorities are aware of Scotland's Redress Scheme and their role in helping survivors find supporting evidence and documents, so it is important to highlight that this is the purpose of your request. Organisations often set out their processes for requesting information on their websites e.g. an online form or email address.

The process of gathering and sorting documentary evidence from record holders can be time consuming. To avoid unnecessary delays, we would encourage you to carefully consider the relevance of potential evidence before making a subject access request.

You should make it clear that you are seeking information about yourself, and your time in care and the abuse at those settings for the purposes of making an application to Scotland's Redress Scheme. You should set out the type of application you are making and provide information about which settings are listed in your application. You can ask for the dates of admission and discharge from settings in your application and evidence to support your personal statement. This can look like requesting a chronology of the settings in your application, any evidence of complaints and investigation, harm, safeguarding issues and child protection concerns, and any evidence of abuse at those settings. Documents that do not evidence your residency in a relevant care setting or do not support your account of being abused may not be relevant and do not need to be requested or included in the application.

This should avoid get a lot of information back that you don't need for your redress application. If you ask for all information, you could obtain things like council tax records which are unlikely to be of use to you.

Despite their best efforts to respond to Subject Access Requests quickly, some local authorities are experiencing high volumes and it may take them significantly longer than other record holders to respond to your request.

Support available

Our [Redress Support Service](#) offers personalised support for applicants throughout their redress journey. This includes connections with specialist support organisations such as WellBeing Scotland or Birthlink who can help you access your records and supporting documents. They will submit the Subject Access Request on your behalf and provide a full summary of searches and results which will be share with you.

Please contact us if you would like to access this service so a referral can be made on your behalf.

A solicitor can also help you to complete a Subject Access Request as well as provide further support and legal advice. You do not need a solicitor to apply to Scotland's Redress Scheme.